



Customer Self Service User Guide

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For any technical queries please contact asra Housing Group Service desk on
(0116) 257 6776



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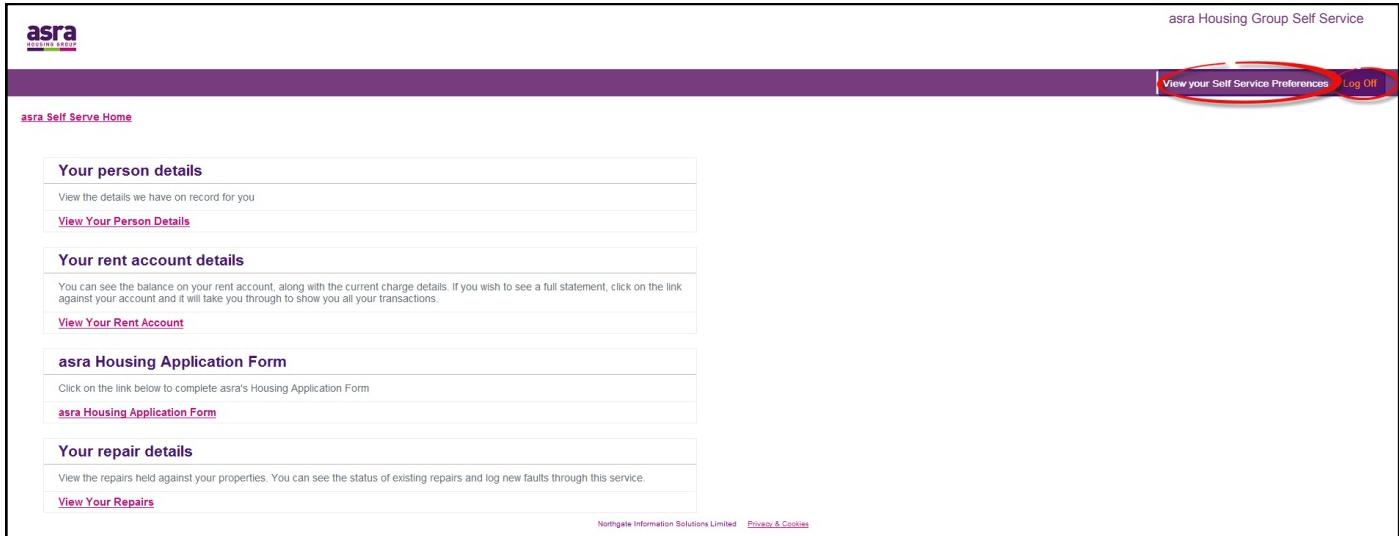
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Key functions



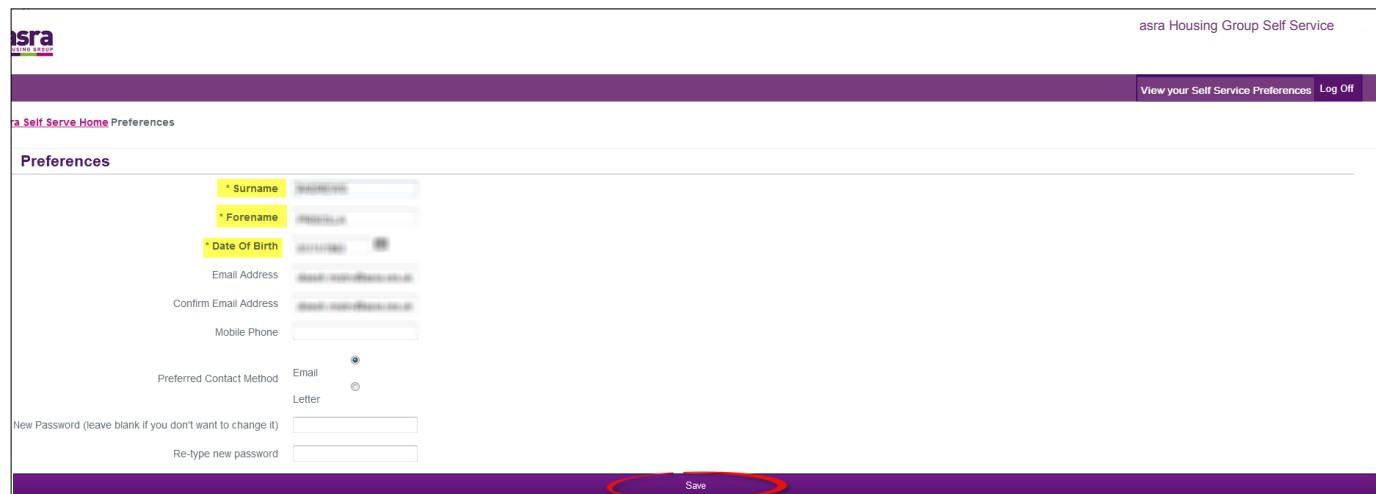
The screenshot shows the asra Self Serve Home interface. At the top right, there are two buttons: "View your Self Service Preferences" and "Log Off", both of which are circled in red.

The main content area contains several sections:

- Your person details**: View the details we have on record for you. Includes a link to "View Your Person Details".
- Your rent account details**: You can see the balance on your rent account, along with the current charge details. Includes a link to "View Your Rent Account".
- asra Housing Application Form**: Click on the link below to complete asra's Housing Application Form. Includes a link to "asra Housing Application Form".
- Your repair details**: View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service. Includes a link to "View Your Repairs".

At the bottom of the page, it says "Northgate Information Solutions Limited" and "Privacy & Cookies".

1. You can view your self service account details by clicking on Self Service Preferences button.
2. To Log off the system click on Log off.



The screenshot shows the asra Self Serve Home Preferences page. At the top right, there are two buttons: "View your Self Service Preferences" and "Log Off".

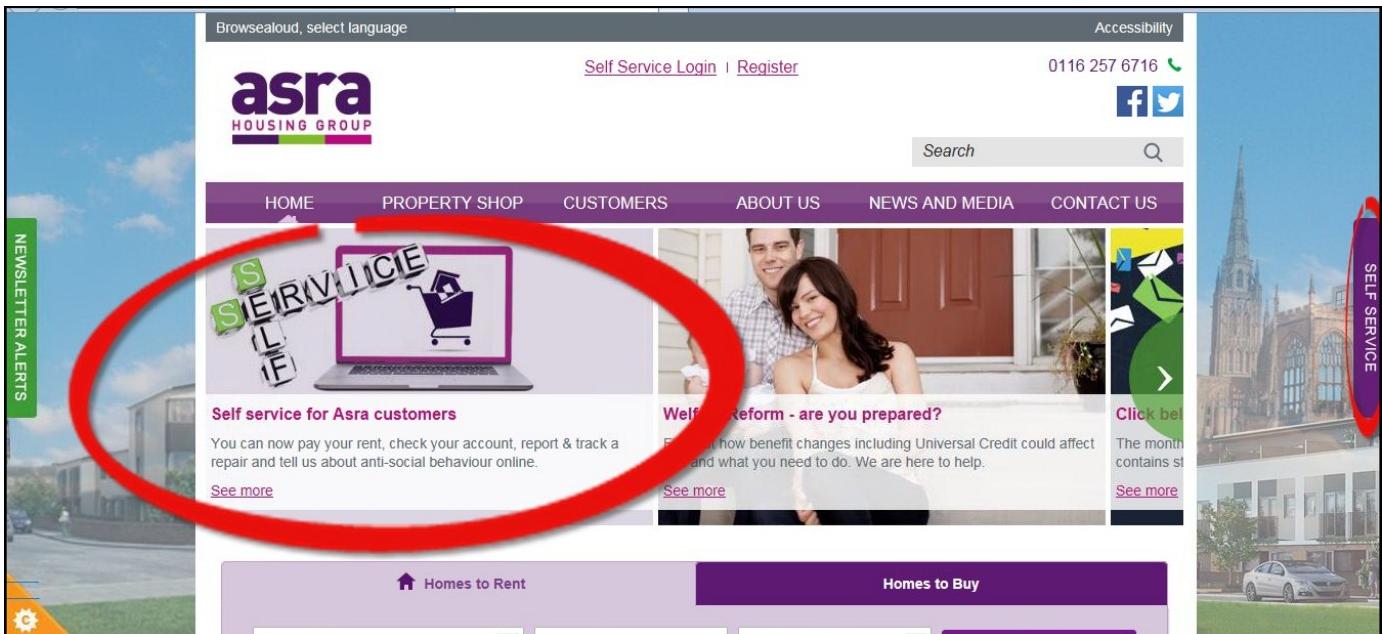
The main content area is titled "Preferences" and contains the following fields:

- * Surname: [Text input field]
- * Forename: [Text input field]
- * Date Of Birth: [Text input field]
- Email Address: [Text input field]
- Confirm Email Address: [Text input field]
- Mobile Phone: [Text input field]
- Preferred Contact Method:
 - Email
 - Letter
- New Password (leave blank if you don't want to change it): [Text input field]
- Re-type new password: [Text input field]

At the bottom right of the form area, there is a "Save" button, which is circled in red.

3. Once you have clicked on the self service preferences button you will be able to change or check any of your details and you will also have the ability to change your password, to save your changes click on the Save button.

Getting you started



1. On the asra website there will be 2 links to the asra Self Service page.

asra Self Serve Home| Log in

Login

* Username

* Password

Log In **Cancel**

I have forgotten my password (this will be emailed to you if you have chosen email as your preferred method of contact)

If you do not yet have an account, please click here to register

2. If you have already registered you can enter your Username and Password
- 2a. If you haven't registered you will need to click on (If you do not have an account, please click here to register.)
- 2b. If you already have an account and you have forgotten your details click on (I have forgotten my password (this will be emailed to you if you have chosen email as your preferred method of contact.))

asra
HOUSING GROUP

Unable to uniquely identify you from details given

[asra Self Serve Home](#) Enter your details to register for asra Self Service

Register

* Your Surname

* Forename

* Your Date of Birth 01/11/1963

* Select your Application Reference or Payment Reference Application Reference Payment Reference

* Enter your reference number here

Email Address

Confirm Email Address

* Preferred Contact Method
(if you select Email, any password resets will be sent via email) Email Letter

1. You will need to fill out all the mandatory fields out which are highlighted in this guide and marked with an asterix * on the screen. Please be aware if you select Preferred contact Method as letter your log in details will be posted out to you within **7 working days**. If you select email you will have your details emailed to your preferred email address.

Today

 selfserve@asra.org.uk	15:59	
New password for Northgate Self Service		
 selfserve@asra.org.uk	15:59	
Your username for asra Self Serve		

2. You will have 2 emails sent to you. (One will have your username details and the other will have your password details as shown below.

asra Self Serve

Thank you for registering for asra's self serve.

Your username for asra Self Serve has been set to .

Your password will be emailed shortly.

You can change your username when you first log in.

Thank you.

asra Self Serve

Thank you for registering for asra Self Serve.

Your password for Northgate Self Service has been reset to .

You will be required to reset your password when you first log in.

Thank you.

asra Self Serve Home Welcome to asra, please complete your registration

Login

* Current Username	<input type="text"/>
* If you wish to change your username, enter a new one here	
* Re-enter current password	<input type="password"/>
* Enter a new password	
Your password must contain at least one uppercase character, one lowercase character and one digit (0-9)	
* Re enter your new password and click on the login button	
<input type="button" value="Login"/>	<input type="button" value="Cancel"/>

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3. The first time you log in you can change your user name and password, once you have done that click on the Log in button.

asra Self Serve Home

Your person details

Title	
Name	<input type="text"/>
Address	<input type="text"/>
View your contact details	View your person name details
View your additional details	View your address details

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4. Your person details will be displayed and you will be presented with four options to choose from.

- ⇒ View your account details
- ⇒ View your person name details
- ⇒ View your additional details
- ⇒ View your address details

Your person details

asra Housing Group Self Service

[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

Your Contact Details

Contact Method	Start Date	Contact Value
Home Number	2023-01-01	01234567890
Home Email Address	2023-01-01	user@example.com
Mobile	2023-01-01	07700123456

[Create Contact Detail](#) [Back to Person Details](#)

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1. You can view your Contact details and create or change contact details on this screen, to Create a Contact Detail click on the (Create Contact Detail) button.

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[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

Create contact detail

* Contact Method: Please Select * Start Date: * Contact Value:

[Submit](#) [Cancel](#)

Select your contact method, enter a start date, enter the value and click submit

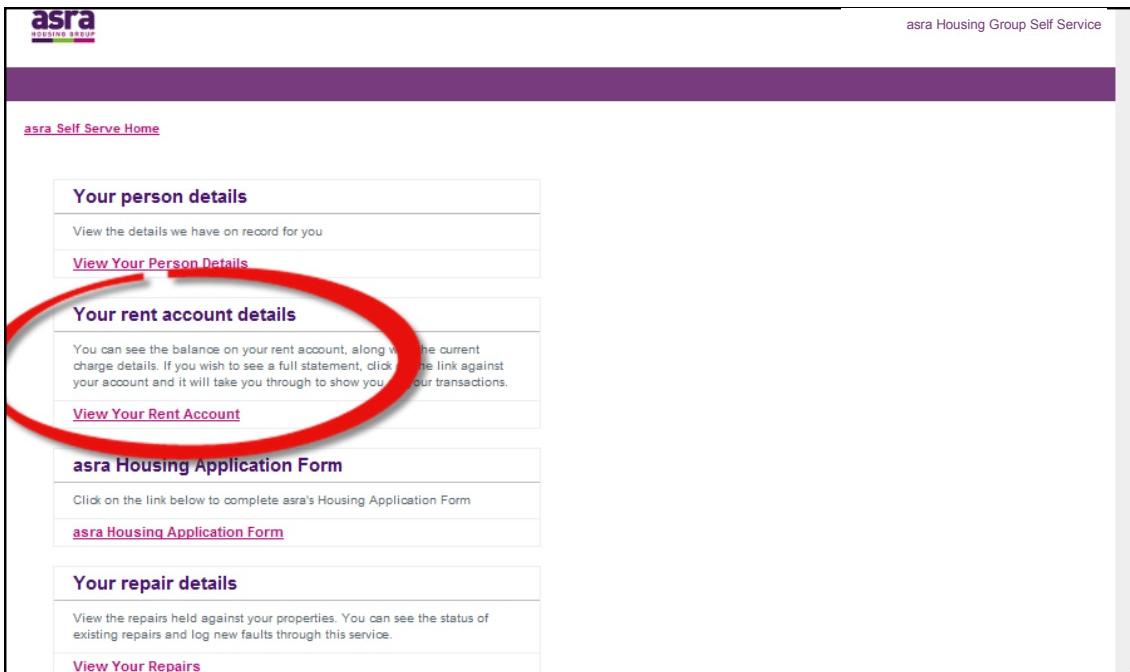
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2. Select a preferred contact Method from the drop down list, you will then need to select a start date from when you would like the contact method to start.

Enter a Contact Value which can either a be phone number or email address.

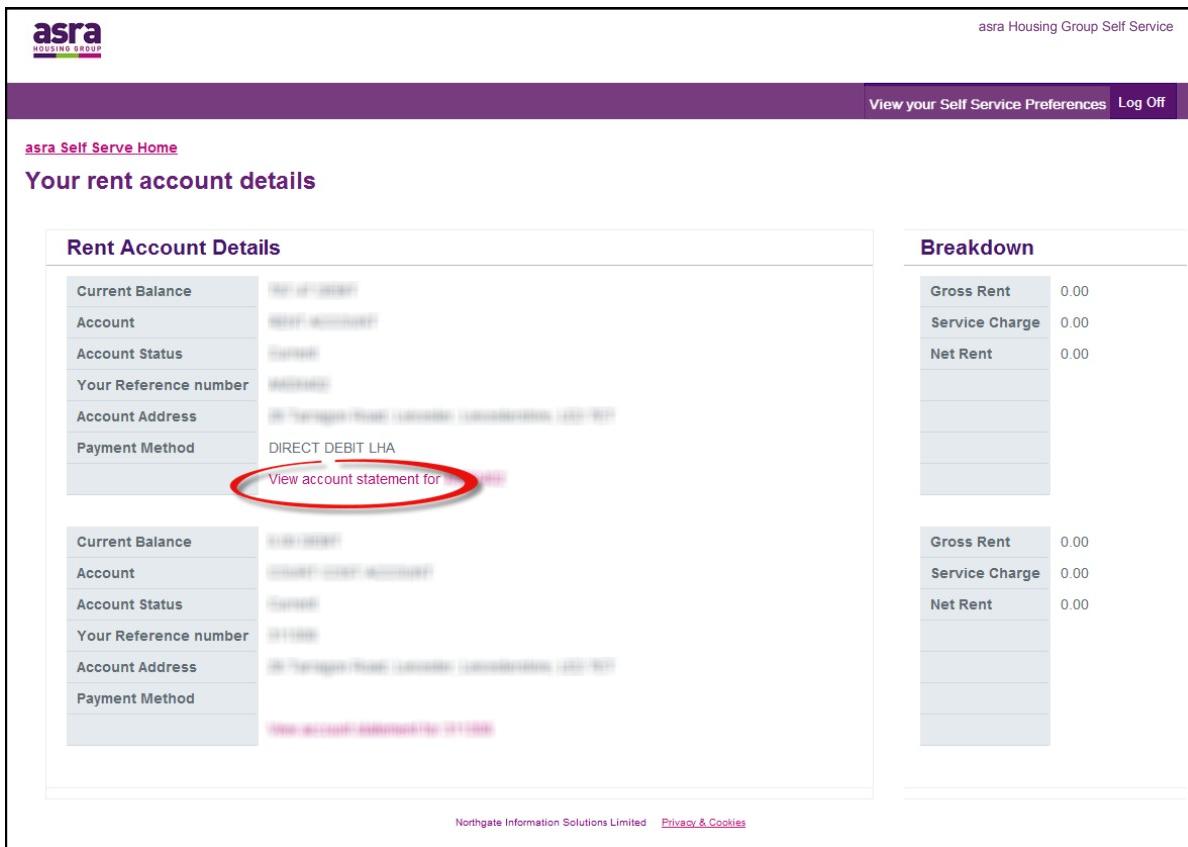
Click on the (Submit Button) to save the changes.

Your rent account details



The screenshot shows the 'Your rent account details' section highlighted with a red circle. The section contains a paragraph about viewing balance and transaction history, followed by a link 'View Your Rent Account'.

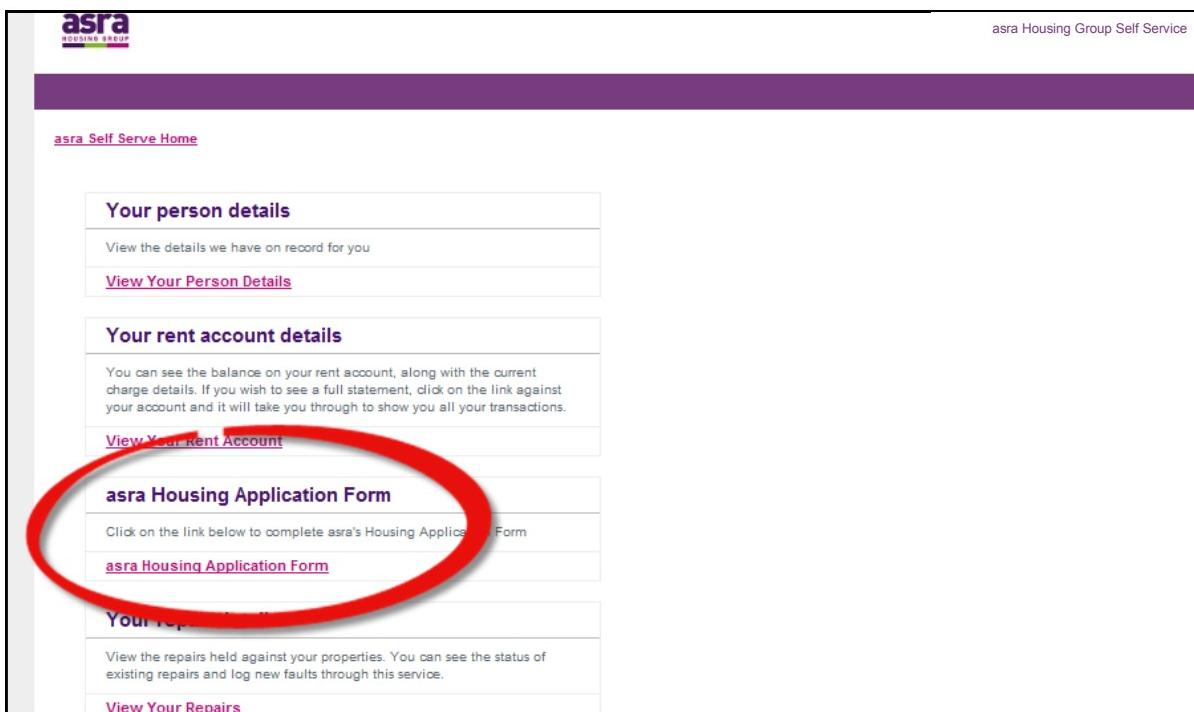
1. Click on View your rent account details to see your rent account details.



The screenshot shows the 'Your rent account details' page. On the left is a 'Rent Account Details' table with fields like Current Balance, Account, Account Status, etc. On the right is a 'Breakdown' table showing Gross Rent, Service Charge, and Net Rent all at 0.00. A red circle highlights the 'View account statement for' link in the 'Rent Account Details' table.

2. Click on View account statement to see your rent statements you will also have the facility to be able to print them off.

asra Housing Application Form



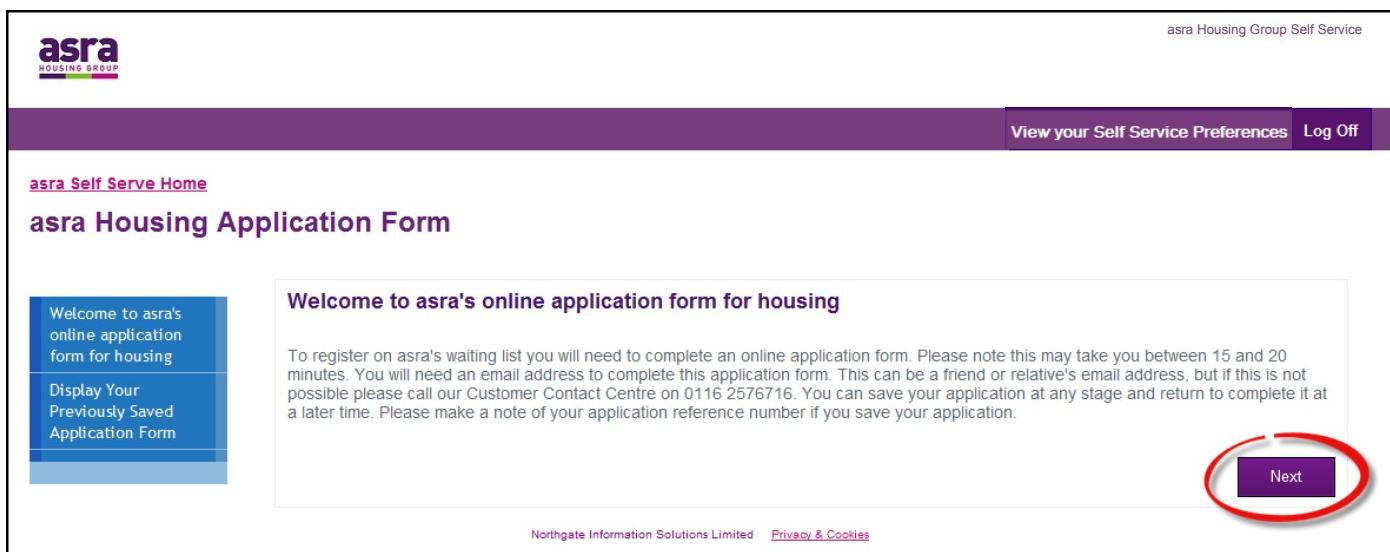
Your person details
View the details we have on record for you
[View Your Person Details](#)

Your rent account details
You can see the balance on your rent account, along with the current charge details. If you wish to see a full statement, click on the link against your account and it will take you through to show you all your transactions.
[View Your Rent Account](#)

asra Housing Application Form
Click on the link below to complete asra's Housing Application Form
[asra Housing Application Form](#)

Your Repairs
View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service.
[View Your Repairs](#)

1. To apply for a asra property click on asra Housing Application Form link.



Welcome to asra's online application form for housing

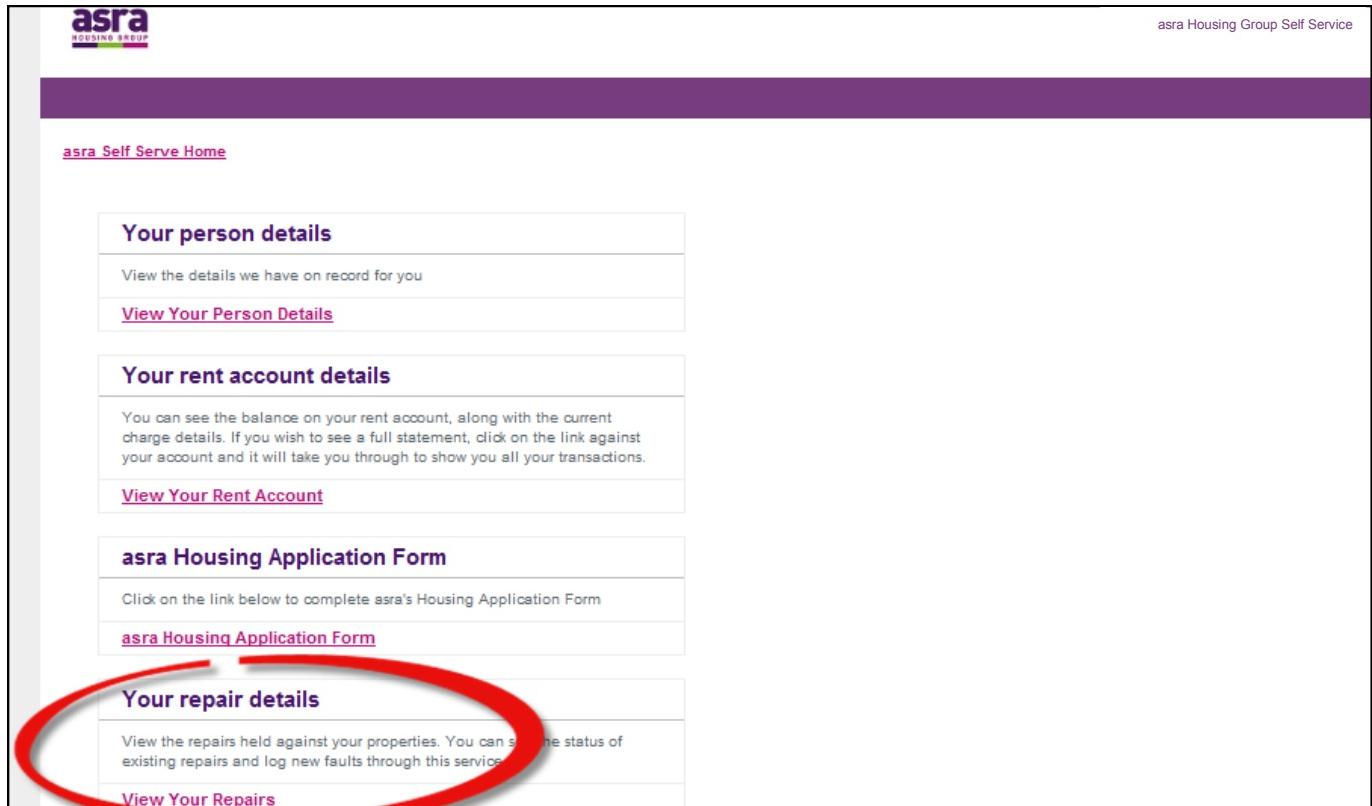
To register on asra's waiting list you will need to complete an online application form. Please note this may take you between 15 and 20 minutes. You will need an email address to complete this application form. This can be a friend or relative's email address, but if this is not possible please call our Customer Contact Centre on 0116 2576716. You can save your application at any stage and return to complete it at a later time. Please make a note of your application reference number if you save your application.

[Next](#)

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2. Follow the online instructions and fill out the application form.

Your repair details



The screenshot shows the 'Your repair details' section of the asra Self Serve Home page. A red circle highlights this section. The page includes a header with the asra logo and 'asra Housing Group Self Service'. Below the header are sections for 'Your person details', 'Your rent account details', 'asra Housing Application Form', and 'Your repair details'. The 'Your repair details' section contains a link to 'View Your Repairs'.

1. Your repair details will show your current and previous repairs that you have reported. To view them click on View Your Repairs.

asra Housing Group Self Service

[View your Self Service Preferences](#) [Log Off](#)

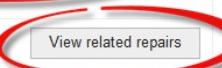
[asra Self Serve Home](#)

Your repair details

Repairs Enquiry

Name	John Doe
Contact No	1234567890
Address 1	123 Northgate Street, Leicester, LE1 1EF

[View Repair Details for this address](#) 

[Report a fault for this address](#) 

[View related repairs](#) 

The following repairs have been reported for: 123 Northgate Street, Leicester, LE1 1EF

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2. There are 3 available options to choose from:

View Repair Details for this address—That will show you all the repairs carried out to your property

Report a fault for this address—This will take you back onto the asra website, where you can fill out a form to raise a repair

View related repairs—Viewing related repairs will show you the repairs linked to your property for example if you live in a block of flat it will show you all the communal repairs which have been reported.

asra Housing Group Self Service

[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

Repairs Enquiry

Repairs Enquiry

Name	John Doe
Contact No	1234567890
Address 1	123 Northgate Street, Leicester, LE1 1EF

[View Repair Details for this address](#)

The following related repair details have been reported:

Repairs

Address	123 Northgate Street, Leicester, LE1 1EF
Admin Unit Name	Block A
Description	Leaking tap in kitchen
When Reported	2023-01-15 10:00
Location	Property
Reference	1234567890
Notes	This is a minor issue - please fix it as soon as possible. It's causing water damage to the ceiling and walls.
Priority	Normal
Reported Date	2023-01-15 10:00
Assigned Date	2023-01-15 10:00
Resolved Date	2023-01-15 10:00
Status	Open